

## DSCP CUSTOMER SUPPORT OPERATIONS DIRECTORATE (DSCP-QP)

### MISSION:

The Director, DSCP Customer Operations, reports directly to the Commander, Defense Supply Center Philadelphia. Acting as a principal advisor and assistant to the Commander, the Director serves as a prime point of entry for all assigned/mapped customer issues related to logistics support and service across all DLA supply chains, responsible for development, implementation, and oversight of Customer Relationship Management (CRM) in accordance with strategic CRM policy, guidance, and implementation as provided by J-4, HQ DLA, and management of assigned Customer Cells. Directs accomplishment of worldwide mission responsibilities through integrated logistics support of weapons systems, troops, equipment, facilities, and their components owned, operated, and maintained by /for the Department of Defense, the Military Services, other federal agencies and other authorized activities.

### FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at DSCC, DSCR, and DSCP and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned supply chains and troop support programs in conjunction with appropriate readiness divisions.
9. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
10. Participates in Military Service Conferences and Partnership Agreement Council Meetings.
11. Provides consistent and integrated support.
12. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
13. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
14. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
15. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.

16. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
17. Meets with customers on a regular basis to understand anticipated requirements.
18. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
19. Helps define new markets and sales opportunities for assigned customers, and develops appropriate supporting initiatives and strategies.
20. Insures business, marketing, and customer support plans are developed and implemented.
21. Resolves demand issues with collaborative customer.
22. Coordinates with process management to determine influences on and improve customer support.
23. Oversees receipt processing and maintenance of customer orders.
24. Establishes, maintains, and closes customer profiles.
25. Receives and resolves customer complaints.
26. Maintains regular liaison with all service teams, Customer Support Office, J-4.
27. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.
28. Serves as CRM site manager, coordinating DSCP CRM program efforts in conjunction with J-4 across all DSCP activities.
29. Manages directorate support requirements and works with Financial Office to obtain funding. Working with Contracting Office, develops performance-based Statements of Work, selects best contracting vehicle to obtain, and executes selection of best-value offered. Monitors contractor performance, addressing shortfalls, and taking action to correct as necessary.
30. Responsible for budget formulation and execution; personnel requirements/actions; awards; training/Individual Development Plans (IDPs); travel; timekeeping; supplies; equipment; employee overhead requirements; productivity improvement studies; corporate morale and community/social event coordination; IMPAC credit card purchases; and various other aspects.

CUSTOMER FACING DIVISION (DSCP-QPA)  
OPERATING FORCES ARMY CELL (DSCP-QPAA)  
COLLECTIVE ARMY CELL (DSCP-QPAB)  
COLLECTIVE ENTERPRISE CELL (DSCP-QPAC)  
CUSTOMER SUPPORT MANAGEMENT BRANCH (DSCP-QPAD)

#### MISSION:

The Chief, DSCP Customer Facing Division, reports to the Director, DSCP Customer Operations, and is responsible for management of customer service and support for customers assigned to cells within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and troop and weapons systems program .

#### FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at DSCP, DSCC, and DSCR and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for supporting health of weapons systems in conjunction with appropriate DSCC and DSCR Readiness teams or divisions.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in PBL agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences and Partnership Agreement Council Meetings
13. Provides consistent and integrated support.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Insures business, marketing, and customer support plans are developed and implemented.
23. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
24. Ensures that forecast or demand plans are published for the collaborative partner.

25. Resolves demand issues with collaborative customer.
26. Coordinates with process management to determine influences on and improve customer support.
27. Oversees receipt processing and maintenance of customer orders.
28. Establishes, maintains, and closes customer profiles.
29. Receives and resolves customer complaints.
30. Maintains regular liaison with the all Service Teams, Customer Support Office, J-4.
31. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

## READINESS AND SUPPORT DIVISION (DSCP-QPR)

### MISSION:

The Chief, Readiness and Support Division, reports to the Director, DSCP Customer Operations. The Division is responsible for customer-focused, troop support program analysis and assessment; identification of overall trends in performance and support; modes of improvement; customer studies, profiles, analyses and surveys; common functions across cells including business analysis and financial customer service liaison; planning data maintainer functions which are common across cells and teams; Agency implementation of the CRM Program, Virtual Contact Center management and execution, and general administrative support to all DSCP Customer Operations Directorates. Responsible for identifying, designing, and implementing methodologies for collection of information required to make customer support and weapon systems management decisions. Manages, implements, and conducts data collection processes. Compiles, analyzes, and communicates findings and their implications and serves as directorate champion for internal/enterprise Balanced Scorecard, Customer Quadrant. The Division strives to avoid mission degradation before it begins in order to ensure our continued and positive support to the warfighter and interfaces with the customer and DLA activities to ensure support.

## COMMON CUSTOMER PROGRAMS/ANALYSIS BRANCH (DSCP-QPRA)

### MISSION:

The Chief, Common Customer Programs/Analysis Branch, reports to the Readiness and Support Division. The branch is responsible for the common customer support missions for all DSCP customer directorates.

### FUNCTIONS:

1. Conducts customer-focused analysis on an ad hoc and systemic basis.
2. Accumulates customer trend and profile data from a variety of sources and analyzes it to prepare periodic reports and assess needed changes in support.

3. Measures and monitors performance metrics reflective of DLA's logistics support to the customer.
4. Accumulates troop support data and performs trend analyses to determine overall support levels and needed improvements.
5. Conducts customer studies and surveys to identify trends in customer requirements and improve customer satisfaction.
6. Compiles findings and conducts appropriate qualitative and quantitative analyses to reach conclusions regarding new supply techniques that would offer a positive impact on DLA customers.
7. Makes recommendations and champions implementation of recommendations to improve logistical support processes.
8. Prepares customer-focused briefings and reports and prepares for customer visits and special events.
9. Provides business analysis functions across multiple CRM Cells and support teams.
10. Implements all aspects of DLA's CRM Program for the directorate and monitor its effectiveness.
11. Studies and evaluates DLA One Book policies in applicable areas to determine DCO impact.
12. Analyzes all available customer data and develops a plan of action for improved support.
13. Works with supplier teams to develop Business Case Analyses for targeted potential customer markets. For markets identified, develops marketing plans, procures potential sales/marketing materials, and serves as PLFA Focal Point for customer contacts in leveraging potential sales opportunities. Performs analysis of sales trends, customer behavior, etc. for such products and services, and makes recommendations for future support. Networks customer support issues with appropriate CRM Cell.
14. Develops, implements, and manages web pages, web links, on-line catalogs and tools in support of customer-facing initiatives. Networks requirements with enterprise IPT members to ensure "unified face to the customer" concept.
15. Tracks external and internal action items across the directorate. Develops, implements, and monitors automated suspense tracking tool. Conducts follow-up with responsible action officer, consolidates input, and forwards to proper office within defined target dates.

## READINESS OPERATIONS AND COMMAND CONTROL CENTER BRANCH (DSCP-QPRB)

### DSCP EUROPE & PACIFIC LIAISONS (DSCP-QPRC)

#### MISSION:

The Chief, Readiness Operations and Command Control Center Branch, reports to the Readiness and Support Division. Responsible for monitoring and enhancing troop support readiness and service to military customers through successful incorporation of commercial business practices, advanced integrated logistics principles, and customer advocacy. Works in conjunction with CRM Cells across the Enterprise to optimize troop support and monitors contingency support and readiness metrics and oversees DSCP participation in Focused-Logistics Operations War games (FLOW), Enhanced Status of Readiness and Training System (ESORTS), Joint Quarterly

Readiness Review (JQRR), and other planning efforts. Responsible for monitoring overall DSCP troop support during contingencies.

#### **FUNCTIONS:**

1. Ensures compliance with the DLA troop support concepts and practices associated with troop systems and programs managed by DLA.
2. Evaluates troop support performance and procedures and provides reports and recommendations to the director and Commander.
3. Notifies HQ DLA of problems encountered in support of troop support. Attends Troop Support/Integrated Logistics Support (ILS) conferences and Customer Assistance conference to discuss support.
4. As directed, and in concert with HQ DLA, participates with the military services in preparing integrated logistics support plans and in materiel readiness reviews to determine effectiveness of DLA support to troops.
5. Monitors performance and customer support levels for assigned customer sites, troop systems, and overhaul programs. Identifies delays in logistics plan and implements remedial action.
6. Performs functional systems analysis; monitors the existing system; develops requirements for system changes; coordinates changes to existing system directed by HQ DLA; and provides functional system training for weapon systems support and provisioning, in collaboration with appropriate operating offices. Assures the implementation of policies, procedures, plans, and programs.
7. Provides information, such as supply availability about troop system items managed by DLA, to DLA personnel.
8. Serves as a customer advocate in support of customer needs for assigned troop support systems.
9. Monitors DLA impact on troop systems Readiness and analyzes supply degraders to identify problems and solutions to restore acceptable levels of support.
10. Responsible as customer focal point for all assigned troop systems.
11. Works with logistics partners and major customers to identify life-cycle programs.
12. Prepares integrated logistics plans in support of DOD troop support.
13. Identifies and coordinates all required logistics support between applicable Cells and Supplier Operations, as well as Military Services.
14. Works jointly with Demand Planners in developing support requirements for assigned programs.
15. Participates in demand/supply alignment meetings.
16. Identify, collect, and use broad market influences that impact demand
17. Identifies competitors and their strengths and weaknesses.

**CUSTOMER RELATIONSHIP MANAGEMENT (CRM) PROGRAM DIVISION (DSCP-QPC)**

**CRM FUNCTIONAL DESIGN BRANCH (DSCP-QPCA)**

**CRM FUNCTIONAL CUSTOMER ENGAGEMENT BRANCH (DSCP-QPCB)**

## MISSION:

The Chief, Customer Relationship Management (CRM) Program Division, reports to the Director, DSCP Customer Operations. The Division is responsible for translating, integrating, and instituting all aspects of DLA's formal Customer Relationship Management (CRM) Program at DSCP and for representing DSCP interests to CRM Program Management. Maintains a key role in developing and monitoring DLA HQ/DSCP involvement and acceptance of CRM Program goals, approaches, strategy, and implementation.

## FUNCTIONS:

1. Ensures resolution of customer issues and problems to provide optimal support.
2. Works with DLA HQ and other DLA sites to monitor and assess Agency logistics support to customers and coordinate resolution of customer issues and concerns in areas such as customer support and readiness, customer satisfaction, customer feedback, marketing and business development, and customer communications and outreach.
3. Involved with all aspects of a comprehensive customer support planning and performance measurement process.
4. Identifies the need for initiatives to implement CRM strategies supporting DSCP and DLA's Balanced Scorecard goals with emphasis on the Customer Quadrant.
5. Identifies areas that require new or revised metrics to assess performance and recommends alternatives to better align performance with customer support goals and objectives.
6. Analyzes and recommends specific business practices employed by the private sector or other government activities which can contribute to improved customer support and customer relationships.
7. Reviews and studies new, emerging customer support trends for potential DSCP and or DLA enterprise application.
8. Assesses proposed CRM segmentation efforts to ensure they adequately represent DSC Customers.
9. Aligns DLA HQ/DSCP operations with DLA/DOD logistics planning and performance goals and objectives, supporting customer support programs and performance measure processes.
10. Leads programs or projects directly related to CRM for DLA HQ/DSCP.
11. Responsible for the development of CRM plans and initiatives to advance strategic goals and objectives.
12. Helps interpret process issues including policy and business rules.
13. Develops, coordinates, and issues policy and strategic direction for DSCP CRM programs and initiatives, provides oversight for implementation, and aligns them with corporate strategies, plans, and objectives.
14. Ensures smooth DSCP integration between CRM applications and processes and other Agency business applications and processes, including potentially Business Systems Modernization (BSM), Fuels Automated System, federal Logistics Information System, etc.
15. Conducts operational assessments and management analysis using statistical methods to analyze and assess CRM strategies employed by DLA HQ/DSCP.

16. Monitors CRM performance metrics to assess effectiveness against local and enterprise goals, objectives, and targets.
17. Examines patterns, trends, and other relevant data, including DSCP strengths, weaknesses, opportunities, and threats, and recommends/implements improved business strategies.
18. Analyzes/reviews cross process indicators for resident demand chains.
19. Conducts cross performance indicators/metrics/data/report analysis to support end users.
20. Prepares remedy tickets and system change requests to support DSCP and Enterprise needs.
21. Resolves cross process issues at direction of Enterprise Process Integrator
22. Assists and coordinates CRM process input to Sales and Operations Planning (S&OP) for resident demand chains.
23. Supports the Enterprise Process Integrator and Process Owners/Deputy Process Owners.
24. Raises demand chain specific issues to Enterprise Process Integrator and Process Owners.
25. Performs/assigns system support activity.
26. Supports Site Change Management activities.
27. Coordinate/monitor/support Change Management activities at DSCP to include communication, workforce transition, identification of users, training, etc.
28. Identifies DSCP training needs.
29. Delivers training in conjunction with J-1.

#### DSCP EUROPE (DSCP-U)

#### MISSION:

The Defense Supply Center Philadelphia-Europe (DSCPE) is responsible to ensure the combat readiness and sustainment of America's Fighting Forces by providing world-class logistical support around the clock, throughout the European, African and Middle Eastern areas of operation to the U.S. European Command (USEUCOM) and Central Command (CENTCOM). Responsible for the execution of all assigned missions/functions which include: supporting forward deployed forces, providing subsistence, medical, building supplies, clothing and textile and operational contingency contracting support to the U.S. Military Services, including Troop Issue Support Activities, Embassies, Hospitals, Clinics, CIFs, Allied Forces and other authorized customers in the assigned geographical areas of responsibility; performing procurement of off-shore acquired commissary resale, troop issue items, medical supplies and lumber; and performing stock control and inventory management functions. Represents the Commander, DSCP, with the Unified and/or Military Service Commands on assigned responsibilities relating to the integrated management of subsistence operations, clothing and textile, medical, and lumber commodity support and base operations contracting. Markets DSCPE, its services and products to existing and potential customers. Ensures product quality and wholesomeness.

#### FUNCTIONS

1. Provides Command liaison between DLA/DSCP and the Unified Commands and Component Commanders for exchange of logistics information related to Classes I, II, IV, VII, and VIII commodity support.
2. Maintains liaison with the Unified Commanders on requirements for support capability; provides asset data as required.



3. Under the direction of HQ DLA/DSCP, participates with USEUCOM, USCENTCOM, and the Services Commands in the development of contingency/wartime plans for subsistence, clothing and textiles, building supplies, food service equipment, and medical support to European operatives.
4. Provides DSCP in-theater focal point for resolution of supply, procurement, transportation, financial and related matters under direct communications between CONUS elements of DSCP and in-theater Unified Commanders, Services Commanders, and major logistics elements.
5. Monitors quality assurance functions performed by the military service veterinarians.
6. Provides representation on the DLA Contingency Support Team (DCST) during exercises and contingency operations.
7. Monitors, coordinates, plans and/or implements high-level projects with DSCP, DLA and/or DOD activities.
8. Participates in contract negotiations, conferences and surveys, as directed by Headquarters DSCP.
9. Conducts periodic visits to commercial facilities storing DLA-owned stocks, to monitor management methods, facility conditions, contractor performance and records for DLA-owned products.
10. Provide subsistence, clothing and textile, lumber, medical, construction equipment, and operational contracting support to forward deployed forces and in-theater authorized activities.
11. Represents DLA/DSCP/DSCPE in high level conferences, meetings, intra/inter-agency conferences, seminars, working groups and task forces.
12. Interprets and assists Troop Support Supply Chains in the implementation of congressionally mandated contract laws and DOD/DLA/DSCP directives, programs and procedures.
13. Oversees contracting operations to ensure compliance with existing acquisition policies, procedures, directives, ensuring business decisions are appropriate, and consistent with DSCPE and DSCP strategic business plans and initiatives.
14. Maintains liaison and serves as focal point with the USDA, FDA, USDC, European regulatory animal disease and public health agencies and the military medical community in regard to the current food export and import regulations and procedures.
15. Responsible for the entire acquisition process from cradle to grave, to include acquisition planning, solicitation, evaluation, contract negotiation and award and contract administration and close-out. Responsible for ensuring that all Federal/DOD/DLA/DSCP statutory and regulatory requirements and policy and procedural guidelines are adhered to. Determines appropriate method of acquisition and contract clauses.
16. Monitors and coordinates the total European Contract support program through a variety of procurement and commercial distribution practices to ensure quality service and best value to customers.
17. Reviews and forwards to DSCP all contracting actions requiring higher level approval in accordance with the DSCPP Contracting Quality Management Plan (CQMP).
18. Procures locally sourced products not available under the Subsistence Prime Vendor (SPV) contracts, primarily perishable and semi-perishable subsistence products and orders not meeting the SPV minimums.

19. Provides technical assistance to ensure timely performance to meet customer requirements, and maintains follow-up with respect to particular issues relating to the mission in Europe, Middle East, and Africa.
20. Provides guidance and assistance to the customer base to preclude any type of supply or service problems.
21. Assists major command representatives in identifying the cause and impact of customer problems and initiates corrective actions for resolution of support deficiencies, including those of an emergency nature; arranges for diversion or emergency transportation of shipments; and recommends other means of meeting urgent needs to include local purchase.
22. Determines, analyzes, and initiates required actions to resolve logistical problems and reviews overall materiel support programs for adequacy, efficiency, and need for improvement.
23. Researches and analyzes current systems as they relate to assigned areas to identify deficiencies, voids, and required changes. Recommend system revisions to take advantage of available technology. Performs statistical analysis on materiel support data to identify areas of improvement.
24. Serves as primary focal point for Military Services to address Prime Vendor problems, complaints, reconciliations and follow-ups that cannot be resolved at the operating level.
25. Investigates, resolves, and takes corrective action and responds to customer/depot complaints which report product or packaging quality deficiencies.
26. Collects, reviews and processes USAREUR, NAVEUR, and USAFE Class I requisitions, to include high-priority requisitions.
27. Requests high priority requisitions/releases of operational ration stock. Analyzes and applies peacetime operating stocks against war reserve requirements based on demand and stock status information.
28. Reviews stockage levels, date of pack and condition code to ensure USAREUR Class I Pre-positioned War Reserve Material Stocks (PWRMS) requirements are maintained.
29. Coordinates rotation and replenishment of MREs in Pre-positioned Stock Points (PSP) with USAREUR and DSCP and maintains asset balance records by location and date-of-pack for MREs/Humanitarian Aid Rations.

#### DSCP PACIFIC (DSCP-S)

#### MISSION:

The Defense Supply Center Philadelphia-Pacific (DSCPP) provides contract administration for DSCP prime vendor contracts established to support Pacific and Central and South American customers; serves as DSCP's logistics expert for Pacific and Central and South America customer support programs marketing the DSCP supply chains in the Pacific and Southern theaters; supervises DSCPP representatives positioned in Pacific and Southern theater locations; conducts studies and makes recommendations to enhance the DSCP customer support programs in the Pacific and Southern theaters in order to reduce costs, to increase effectiveness and efficiencies, and to generate and sustain sales; and represents DSCP with the unified and/or military service commands in the Pacific and Southern Theaters. DSCPP also procures locally sourced subsistence products not available through Subsistence Prime Vendor (SPV) contracts.

Items in this category are predominantly perishable and semi-perishable subsistence products and orders with quantities below SPV minimums.

#### FUNCTIONS:

1. Provides Command liaison between HQ DLA/DSCP and the Unified Commands and Component Commanders for exchange of logistics information.
2. Maintains liaison with the Unified Commanders on requirements for support capability.
3. Participates under the direction of HQ DLA/DSCP, in the development of contingency/wartime plans for Subsistence, C&T, C&E, and Medical operations in the Pacific and Central and South America.
4. Provides management control and direction to subordinate activities.
5. Provides DSCP in-theater focal point for resolution of supply, procurement, transportation, financial and related matters under direct communications between CONUS elements of DSCP and in-theater Unified Commanders, Component Commanders and major logistics elements.
6. Provides technical advice and assistance to storage activities maintaining DLA owned troop support stocks, and to subsistence, C&T, C&E, and Medical customers in the assigned geographical areas.
7. Coordinates draft agreements with Military Service components for terminal and handling services for DSCP-owned stocks stored in military operated facilities.
8. Participates in contract negotiations, conferences and surveys, as directed by HQ DLA/DSCP.
9. Provides overall supervision and guidance to DSCP-Pacific representatives assigned in the Pacific and Central and South America AORs.
10. Procures locally sourced products not available under the Subsistence Prime Vendor (SPV) contracts, primarily perishable and semi-perishable subsistence products and orders not meeting the SPV minimums.
11. Advises and consults with overseas commands on priority of items to be supplied in the event of insufficient ship or airlift space allocations, and takes actions required to satisfy customers' desires.
12. Provides, planning, coordination, and development of contingency/wartime plans for troop support operations in the Pacific and Central and South America.
13. Provides DSCPP representative to regional conferences and industry advisory meetings and other functions as they relate to marketing and customer services for Subsistence, C&T, C&E, and Medical items.
14. Performs market research and analysis pursuant to the acquisition and distribution of commercial products program.
15. Provide quality assurance support for Pacific locations for the Maintenance, Repair and Operations Services Prime Vendor contracts.
16. Provide in theater support to the troop support supply chain executive agency functions.
17. Requests high priority requisitions/releases of operational ration stock. Analyzes and applies peacetime operating stocks against war reserve requirements based on demand and stock status information.
18. Reviews and forwards to DSCP all contracting actions requiring higher level approval in accordance with the DSCPP Contracting Quality Management Plan (CQMP).

19. Oversees contracting operations to ensure compliance with existing acquisition policies, procedures, directives, ensuring business decisions are appropriate, and consistent with DSCPE and DSCP strategic business plans and initiatives.
20. Responsible for the entire acquisition process from cradle to grave, to include acquisition planning, solicitation, evaluation, contract negotiation and award and contract administration and close-out. Responsible for ensuring that all Federal/DOD/DLA/DSCP statutory and regulatory requirements and policy and procedural guidelines are adhered to. Determines appropriate method of acquisition and contract clauses.
21. Provides technical assistance to ensure timely performance to meet customer requirements, and maintains follow-up with respect to particular issues relating to the mission.
22. Prepares and coordinates responses to Congressional inquiries, IG Observations, Procurement Management Reviews (PMRs), CAAP Reviews, concerning contracting processes and practices within the organization.
23. Maintains liaison and serves as focal point with the public health agencies and the military medical community in regard to the current food export and import regulations and procedures.
24. Serves as point of contact for all inquiries concerning health and wholesomeness certificates for subsistence entering the Pacific and Southern theaters from CONUS or crossing international borders within these AORs. Monitors animal/plant disease outbreaks within the assigned geographical regions that may impact procurement/distribution of subsistence items.
25. Maintains ration surveillance program in the Pacific. Ensures that rations are inspected as required at receipt, in storage, and in special circumstances, as directed by higher headquarters.
26. Provides liaison with food inspection elements requesting required inspections and maintaining necessary files on status/condition of subsistence being procured and in storage.
27. Schedules inspections of all Pre-Positioned War Reserve Rations (PPWRR) rations stored in commercial and military cold storage facilities and maintains database for DLA owned MREs.
28. Reviews stockage levels, date of pack and condition code to ensure Pacific Class I Pre-positioned War Reserve Material Stocks (PWRMS) requirements are maintained.